Online LEAD Program

Frequently Asked Questions – FAQs

What is the Online LEAD Training Program?

The Online LEAD (Licensee Education on Alcohol and Drugs) Program is a free, voluntary prevention and education program for retail licensees, their employees, and applicants. The program provides attendees with practical information on serving alcoholic beverages safely, responsibly, and legally, with emphasis on preventing sales to minors, sales to obviously intoxicated persons, and illicit drug activity at the licensed establishment.

What are the benefits of this training?

This online training provides alcoholic beverage servers with the tools and knowledge they need to promote reasonable consumption of alcoholic beverages, keep alcohol out of the hands of underage persons, and contribute to making communities safer. As a result, licensees benefit from a reduction in risk of liability, including criminal (court action), civil (lawsuit), and administrative (ABC accusation).

Will this course satisfy the training requirement mandated by the city/county I work in?

You should contact the local agency that has mandated the training for information about which training programs will satisfy their training requirement and how often the training is required.

What are the completion requirements?

This course is divided in to several modules, with an assessment at the end of each module. The assessments become available after the student has viewed the entire content portion of the module. Successful completion of all assessments is required to obtain a certification of completion.

Do I have to complete the course all at one time?

No, your position in the course is saved as you progress through the training. You will continue from where you last left off when you log in again.

How long is my LEAD Certificate of Completion valid?

The Certificate of Completion does not expire. You will have an opportunity to print your certificate at the conclusion of the course.

If you are required to complete the training, you should contact the local agency that has mandated the training for information about which training programs will satisfy their training requirement and how often the training is required.

When will I receive my certificate?

Students will be able to access their Certificate of Completion within the Online LEAD Training Center immediately following the completion of the course. Students will also receive an email

How do I get a replacement certificate?

Please see the System User Guide for instructions on how to access your certificate.

Is the training offered in languages other than English?

Unfortunately, the Online LEAD Program is not offered in alternative languages at this time.

The audio is not working. What can I do?

There should be audio on each slide. If the audio is not working, click on the speaker icon at the bottom of the slide. You may need to click on the icon twice.

There are no buttons to submit my answers to the quiz questions. What should I do?

The submit button will appear as soon as the audio on the slide is complete. The submit button generally appears on the slide within 30 seconds to 1 minute.

Who do I contact for technical support?

If you are having difficulties using the system, please review the System User Guide. If the issue is not addressed in the System User Guide, you can contact LEADinfo@abc.ca.gov.